



# READINESS ROUNDUP

May 1, 2006  
Volume 1, Issue 7

Dedicated to preparing agencies & providers for the Enterprise Invoice Management/Enterprise Service Management service



## EIM/ESM Overview:

The Executive Office of Health and Human Services is implementing a web-based invoice and service management system (EIM/ESM) during state fiscal year 2007.

EIM/ESM is a single point of management for invoicing and contracting activity between EOHHS agencies and POS providers. In addition to streamlining invoicing and reporting processes, EIM/ESM provides a central repository of information on all POS expenditures and service delivery.

In addition, EIM/ESM provides intake and service delivery management features for the Department of Public Health and its providers.

EIM/ESM will eventually support approximately 5000 users, processing invoices totaling \$2.1B each year.

## Have questions about EIM/ESM?

Submit your questions to:  
[POS.EIM-  
ESM@massmail.state.ma.us](mailto:POS.EIM-ESM@massmail.state.ma.us)

## Welcome!

## Pilot Ready for Take Off

The pilot launch of EIM/ESM begins this month!

The pilot is the initial launch of EIM/ESM with a small number of providers contracted with the Department of Public Health (DPH) and the Department of Mental Health (DMH).

Provider and agency training is nearly complete across the Commonwealth for the first stage of the EIM/ESM pilot.

## Why Pilot?



In addition to giving a small number of agencies and providers confidence using EIM/ESM, the pilot will help the implementation team determine the effectiveness of training, provider and agency communication, and EIM/ESM operations procedures.

After pilot, the implementation team will hold debriefing sessions with agency and provider participants and will incorporate user feedback into the expanded rollout plan as EIM/ESM goes live.

## What to Expect

In order to enable EOHHS to compare regular business processes with the EIM/ESM supported processes, providers and agencies will use **parallel processing** to submit invoices.

**Parallel processing** means that providers and agencies will use the same methods they now use to request and issue payments in addition to the new processes introduced through EIM/ESM.

Providers will receive payments as normal from the Massachusetts Management Accounting and Reporting System (MMARS).

The payment requests generated by EIM will be sent to a test version of MMARS in a batch process.



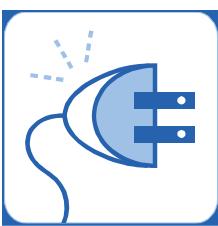
## Timeline

The EIM/ESM pilot runs through two billing cycles. Over the course of FY07, additional DPH and DMH providers and agencies will use EIM/ESM, as well as some from the Department of Mental Retardation.

As new providers and agencies use the system, EOHHS will modify the pilot approach. Instead of parallel processing, a small number of providers will go live in the system, with a larger number of providers going live thereafter.



# Focus on System Features



## Invoices Made Easy

Because many data fields in EIM/ESM are pre-populated, entering invoices is easier and faster.

There are two forms used to enter cost reimbursement data in EIM/ESM:

### 1. Category one items (personnel expenses).

Requires only  
a few fields:

Personnel Summary Information		
*Program Component Position Title:	107 Registered Nurse -	*Employee Name: Select Below
*Service Days/Hours:	8	*Waged/Salary Amount Paid: 75
Component Total:	0.0	Less Offsetting Support:
Component Net Invoice Amount:	0.0	

**Add Personnel Summary**

### 2. Non-category one items (non-personnel expenses).

Requires only  
one field:

### Invoice #404

#### Update Line Item

Category:	2-Other Direct Care/Program Resources	Program Component:	201-Direct Care Program Consultants
FTE:	0.0	Reimbursable Cost:	\$15,000.00
Balance to Date:	\$12,300.00	*Invoice Amount:	<input type="text" value="0.0"/> \$12,300.00
Current Balance:			

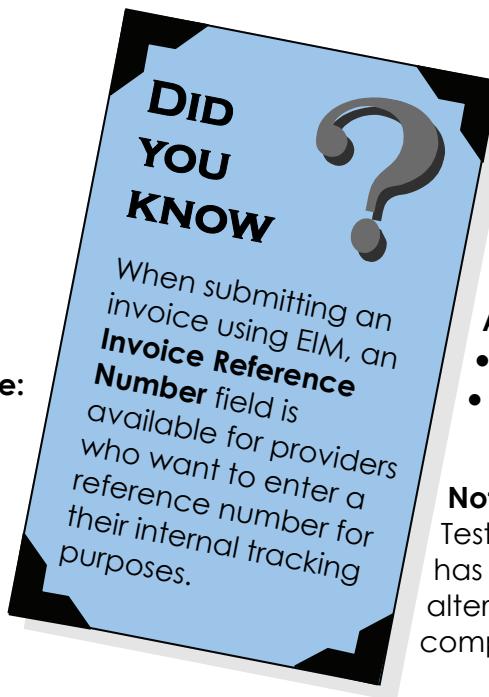
**Save Changes**

## System Requirements for EIM/ESM and the Virtual Gateway

All computers used to access the Virtual Gateway require Internet Explorer 6.0 or higher.

### For the EIM/ESM application, the minimum system requirements are:

- Windows 98, 2000, or XP Business
- Internet Explorer 6.0 or higher
- 800x600 screen resolution
- 300MHz CPU and 128MB RAM



### Preferred system features to enhance performance of EIM/ESM are:

- Windows XP Business
- Internet Explorer version 6.0
- 1024x768 screen resolution
- 500MHz CPU and 256MB RAM

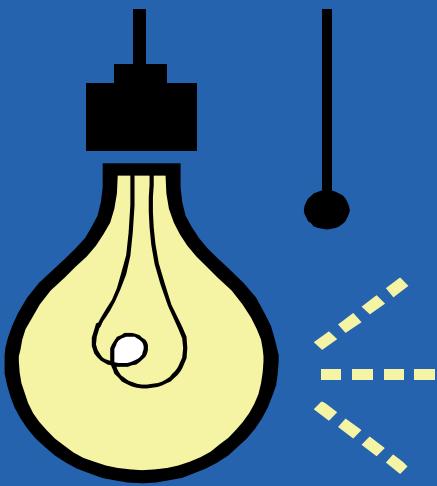
### Acceptable Alternatives

- Mac OS X Operating System
- Safari (Mac), Firefox, and Netscape Browsers

### Note:

Testing on the EIM/ESM application has not been conducted on these alternative platforms, and compatibility issues may result.

# Upcoming Events



We look forward to continuing to train participating providers and agencies for the EIM/ESM pilot and will notify participants as training dates are scheduled. Upcoming venues include:

- **EIM/ESM and Common Intake Training:** April 26-28, 9:30-5:30, Brockton Hospital
- **DMH Provider Training** - Westborough
- **BSAS EIM/ESM Pilot Provider Training:** Taunton, Northampton, and Framingham

## EIM/ESM Pilot Help Desk

### Supporting users during EIM/ESM pilot

During the first weeks of pilot, the EIM/ESM team will support users by:

- Assigning on-site experts to agencies and providers to assist them with using EIM/ESM for the first time
- Communicating regularly with users to collect feedback

**Help Desk 1-800-421-0938**

**Monday-Friday, 8:30am-5:00pm**



We want to hear from you! Please e-mail any questions, feedback, or topics of interest to:  
[POS.EIM-ESM@massmail.state.ma.us](mailto:POS.EIM-ESM@massmail.state.ma.us)



The Readiness Roundup is sponsored by the Executive Office of Health and Human Services.